



VMware Enterprise Purchasing Program (EPP) Guide

PROGRAM GUIDE

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At a Glance

VMware® Purchasing Programs provide flexible and cost-effective ways to purchase VMware products. Whether you are making smaller, transactional purchases or larger, strategically planned purchases, there is a VMware Purchasing Program to fit your needs.

The Enterprise Purchasing Program (EPP) is a token-based program in which you purchase VMware tokens that can then be redeemed on-line for licenses and associated production Support and Subscription (SnS).

Program Features

EPP offers the transaction velocity associated with smaller volume purchases and the procurement efficiency, cost savings and deployment flexibility associated with large Enterprise License Agreements.

Key EPP features include:

- Self-serve, on-demand generation and delivery of license keys and support entitlements using the My VMware™ customer portal
- Automatic tracking and reporting of tokens used
- Centralized or decentralized management of tokens, allowing you to allocate tokens to different departments, projects and users¹
- Ability to add tokens to an active EPP fund at any time

Program Benefits

- Flexibility to mix and match VMware products, manage licenses and adjust your license deployment strategy based on changing business conditions.
- Price protection for the duration of the EPP term. The number of EPP tokens required to obtain a product license and associated SnS is established at the time of purchase and is fixed for the EPP term.
- Cost savings on SnS because tokens for production SnS are debited only when you redeem licenses². SnS is automatically co-termed to the EPP term.
- Ability to future-proof your purchased tokens because your fund of EPP tokens is updated continually with products³ that are available at a future date and listed on the EPP Eligibility Matrix.
- Higher discounts than the VMware Volume Purchase Program (VPP).⁴

¹ Please reference Page 7 of this document for more information about deployment restriction.

² On a 3-year EPP Term, if the you redeems licenses with 2 years left on the EPP term, only 2 years worth of SnS tokens will be debited.

³ Please reference Page 5 of this document for more information about futures.

⁴ Discounts are calculated off VMware's then current, local MSRP prices. VMware does not set final prices or payment terms for licenses acquired through resellers. Final prices and payment terms are determined by agreement between the customer and its reseller.

How to Get Started

Before acquiring EPP tokens, you should:

- Register for VMware Purchasing Programs⁵ – Enroll for EPP on the VMware Purchasing Programs page at www.vmware.com/go/purchasenow. After completing enrollment forms, you'll receive a VMware Purchasing Program membership number that identifies you as an EPP Fund Owner. If you are already enrolled in a VMware Purchasing Program, please use your current membership number to enroll as an EPP Fund Owner.
- Calculate demand for EPP tokens – Use the EPP Configurator to estimate demand for VMware products over the next three years. Each EPP-eligible product and production SnS combination has an associated token value. The Configurator converts the estimated product demand into a suggested number of tokens.
- Contact an EPP Partner – Work with a VMware authorized EPP partner to purchase the tokens needed to meet the estimated demand. Include the VMware Purchasing Program membership and your My VMware Entitlement Account (EA) numbers on the EPP purchase order.

After purchasing EPP tokens, you can:

- Log in to My VMware – Explore the EPP pages on My VMware to view and manage purchased EPP tokens.
- Redeem tokens – On the EPP pages of My VMware, you can redeem tokens for your license and production SnS over the 3-year EPP Term.
- Review the EPP Program Guide – Your participation is subject to the terms outlined in the EPP Program guide posted at www.vmware.com/go/purchasenow.

For More Information

To find out more about EPP, visit the VMware Purchasing Program page at www.vmware.com/go/purchasenow or contact an authorized VMware partner near you at <http://partnerlocator.vmware.com>.

This Program Guide sets forth the terms and conditions of EPP. VMware reserves the right to modify this Program Guide at any time in its sole discretion, and any such modifications will apply to purchases of EPP tokens after the effective date of such modification.

⁵ Due to U.S. federal procurement regulations, U.S. federal customers are not eligible for participation in the Enterprise Purchasing Program (EPP).

EPP Summary

	INITIAL PURCHASE
Minimum Deal Size of Initial Purchase	\$250K (USD) MSRP License+SnS (2,500 tokens) or local currency equivalent
Minimum Deal Size of Top-Up Purchase (requires active initial purchase)	\$50K (USD) MSRP License+SnS (500 tokens) or local currency equivalent
Available Products	A broad range of products from the VMware price list, including future releases, as further described below
License Grant	As set forth in the EULA accompanying the VMware product, a copy of which is posted at www.vmware.com/download/eula
SnS	Production Level SnS Only
SnS Co-Term	Tokens are redeemed for SnS from the date of redemption for the corresponding product license for the remainder of the EPP Term
EPP Term	3 years
SnS Renewal	Customer may renew SnS for one year after the EPP Term at the then current VMware List Price, less any Multi-Year discount

Basic EPP Definitions

VMware Purchasing Program Membership: In order to make purchases under the Volume Purchasing Program (VPP) or the Enterprise Purchasing Program (EPP) customer must first enroll and become a member of VMware's Purchasing Programs. Upon successful enrollment, customers will receive a VMware Purchasing Program Membership Number.

EPP Token: A unit of value that can be purchased by an EPP customer and redeemed for VMware licenses and SnS, as specified in the EPP Eligibility Matrix.

Fund Owner: An individual who enrolls or is designated by a Partner during enrollment and who has authority to purchase, receive, and redeem EPP Tokens in the My VMware portal. The Fund Owner may also transfer EPP Tokens to any named Fund User and may manage multiple EPP Funds.

Fund User: An individual designated by an EPP Fund Owner to receive EPP Tokens through the EPP Token transfer process in the My VMware portal. An EPP Fund User can redeem EPP Tokens using their My VMware portal.

Fund: An online repository of an EPP customer's purchased EPP Tokens. Each initial EPP purchase order generates a unique EPP Fund. Each EPP Fund has a three year term during which the EPP Fund Owner and Fund User(s) must consume all their EPP Tokens.

Sub-Fund: All Funds consist of at least one Sub-Fund(s) from which EPP Tokens are redeemed.

Active EPP Fund: Each Fund that is created has a specific term within which a customer must use all their EPP Tokens. A Fund that has not reached its expiration date is considered an Active EPP Fund. A given EPP Fund Owner or User may simultaneously manage and/or redeem from multiple Active Funds. However, Fund Owner/User may not aggregate or co-mingle EPP Tokens from different Active EPP Funds to redeem for a single VMware product in EPP.

Expired EPP Fund: Each Fund that is created has a specific duration within which a Fund Owner/User must consume all their EPP Tokens. A Fund that has reached its expiration date is considered an Expired Fund regardless of its remaining EPP Token balance. Once a Fund has expired, Fund Owners may only be able to download redemption reports against those expired funds and will not be able to redeem any tokens.

EPP Term: The term of EPP is three years unless otherwise indicated. Fund Owner and Fund Users must redeem purchased EPP Tokens for licenses and SnS during the EPP Term, and any EPP Tokens that are not redeemed will expire at the end of the EPP Term.

Initial EPP Token Order: To participate in EPP, a Fund Owner must purchase a minimum of 2,500 EPP Tokens, which is known as the Initial EPP Token Order. This purchase is conducted by placing an Initial Token Order using the EPP Token SKU.

Top-Up Order: An EPP Fund Owner can add EPP Tokens to (or Top-Up) an Active EPP Fund. These EPP Tokens are added when a Fund Owner places a new purchase order using the EPP Top-Up Token SKU. If the EPP Fund Owner is simultaneously managing more than one active EPP Fund, these new EPP Tokens will be added to the Fund with the furthest termination of EPP Term. The minimum quantity for a Top-Up order is 500 EPP Tokens.

My VMware: My VMware is an integrated, account-based portal, where customers can view and manage product licenses, support and redeem EPP Tokens through intuitive step-by-step screens for faster access to critical functions.

EPP Eligibility Matrix: Purchased EPP Tokens can be redeemed on-line for VMware Licenses and associated SnS. The EPP eligibility matrix represents a subset of generally available VMware products against which EPP Tokens can be redeemed. The EPP Eligibility Matrix will be updated monthly where new products may be added and discontinued products removed. The EPP Eligibility Matrix can be found at www.vmware.com/go/purchasenow.

Enrollment

Customers can enroll into EPP from the VMware Purchasing Program homepage located at www.vmware.com/go/purchasenow. During enrollment, users designate themselves as EPP Fund Owners. Similarly, VMware Authorized Partners can also enroll a customer as an EPP Fund Owner. A customer can enroll as net-new or can add EPP status to their existing VMware Purchasing Programs membership. A user at an Affiliate of an existing VMware Purchasing Programs membership can request to join the parent VMware Purchasing Programs membership and, at the same time, the user can also apply to be an EPP Fund Owner. The Affiliate must receive approval from the parent company's Primary Membership Administrator (PMA) before submitting either a VPP or EPP purchase order.

A customer who enrolls net-new to VMware's Purchasing Program will receive a VMware Purchasing Programs membership number to use for any future EPP or VPP purchase orders submitted to VMware. Customers adding EPP status to their existing VMware Purchasing Programs membership will not receive a new membership number but instead, will continue to use their existing membership number when submitting EPP or VPP purchase orders.

A given VMware Purchasing Program membership can have multiple EPP Fund Owners (a many-to-one relationship) but each EPP Fund will only have one Fund Owner (a one-to-one relationship).

Initial Purchase

EPP Fund Owners can obtain EPP Tokens by issuing a purchase order to VMware with the EPP Token SKU. A single unit of the EPP Token SKU represents 1 EPP Token. An initial EPP order requires a minimum of 2,500 Tokens, which corresponds to approximately a \$250K (USD) MSRP spend level or equivalent in local currency. The minimum for each Top-Up order is 500 Tokens.

The EPP SKU can be ordered in multiple quantities to accommodate the customer's specific needs and budget.

Example:

- An EPP Fund Owner who has requirements for VMware products in the amount of \$300K (USD) MSRP in VMware software will submit a PO worth 3,000 units of the EPP Token SKU for a total of 3,000 EPP tokens (1 x 3,000 = 3,000 EPP Tokens).

After the EPP PO is booked, the My VMware portal will be automatically populated with the appropriate EPP Tokens (as referenced on the PO) on the EPP Fund Details page. The Fund Owner will receive an email providing instructions on how to log-in to My VMware to manage/redeem purchased Tokens.

Eligible Products and Futures

Fund Owners/Users may redeem EPP Tokens for a broad range of VMware products. For a full list of VMware products eligible for EPP Token redemption, please refer to the EPP Eligibility Matrix.

In addition, VMware will continue to add to the list of eligible products during a customer's EPP Term as or soon after such products become generally available. These future additions to the list of eligible products include:

- Any VMware products that are made generally available and included on VMware's then current price book after the start of customer's EPP Term
- Any products that are listed on the EPP Redemption Configurator or Eligibility Matrix

Generally, products that are excluded from future eligibility for EPP redemption include:

- Any hosted services, including SaaS, IaaS, PaaS or other cloud-based service that is not an on-premise software application
- Any products that are subject to third party restrictions that prohibit distribution in EPP
- Any products released by a non-VMware entity or otherwise acquired by VMware by merger, acquisition or asset purchase
- Any product that VMware specifically designates as not being EPP eligible
- Any products excluded from EPP as required by law

Please note that a customer can only redeem EPP Tokens for such additional products from an Active Fund.

Upgrades

Edition upgrade SKUs may be eligible for redemption in EPP. Fund Owner/User may upgrade any VMware licenses in the Fund Owner/User's existing software install base to a different edition of the same product, regardless of whether or not the base license was purchased in EPP (example: vSphere Enterprise can be upgraded to vSphere Enterprise Plus). The number of tokens required for an upgrade includes a component for the upgrade license plus additional tokens for the corresponding SnS for the upgraded product, less any credits for unused SnS on the base license, if applicable. In order to upgrade a license in the customer's existing software install base, all the following criteria must be met:

- The base license(s) must all be in the same account that matches the account where the EPP Fund is located. Base licenses that are located in different accounts cannot be upgraded using EPP tokens even if the Fund Owner/User are the same.
- The Fund Owner/User must have upgrade permission for that base.
- The base licenses were not purchased or renewed under an Enterprise License Agreement with VMware or a VMware authorized reseller.
- The upgrade and destination license must be listed on most current EPP Eligibility Matrix as posted on www.vmware.com/go/purchasenow.
- The base license must be covered by an active support services contract.

End Of Life (EOL) Products

Periodically, certain VMware products will be designated by VMware for End Of Life (EOL). EOL means that such products will no longer be available for sale on VMware's published price lists and they will no longer be available for redemption in EPP. Customers may redeem EPP Tokens for EOL products in advance of the EOL date set by VMware. Please note that while a product may be subject to EOL, VMware may continue to support existing deployments of such product in accordance with the support policies posted at <https://www.vmware.com/support/policies/index>.

Token Redemption

To redeem EPP Tokens, a Fund Owner/User will log onto MyVMware, go to the EPP Page, chose "Redeem tokens" from the "I want to" drop down, select a Fund, Sub-Fund and specify the desired quantity of product licenses. Customers are required to redeem EPP Tokens at the same time for Production level SnS for the redeemed products where applicable. The number of tokens required for Production level SnS will be automatically added to the customer's redemption order. Once the customer places a redemption order, the customer's token balance will be decremented by a value equal to that redemption.

After VMware processes the redemption, VMware will provide the customer with license keys, and support entitlement will be delivered to the customer's My VMware entitlement account specified on the Token Order PO.

The customer's right to use each redeemed VMware product is subject to the terms of the EULA accompanying each product, a copy of which is posted at www.vmware.com/download/eula, and all SnS obtained under EPP is subject to VMware's SnS terms posted at <https://www.vmware.com/support/policies/index>.

An EPP Customer may, at the same time, be both a Fund Owner for one set of funds and a Fund User for a different set of funds. Prior to redeeming any EPP Tokens, the Fund Owner/User must select a Fund and then a Sub-Fund and then redeem their EPP Tokens.

Example:

- Fund Owner3 and Fund Owner4 both work for CompanyXYZ.
- Fund Owner3 purchases 2,500 EPP Tokens and Fund Owner4 purchases 3,000 EPP tokens.
 - Upon logging into My VMware portal, Fund Owner3 sees 2,500 EPP Tokens to redeem and similarly, Fund Owner 4 sees 3,000 EPP Tokens.
- Fund Owner3 may choose to transfer 500 of her tokens to Fund Owner4.
 - When Fund Owner 3 logs into My VMware portal, she will see 2,500 EPP tokens but she can only redeem 2,000 EPP Tokens.
 - When Fund Owner4 logs into My VMware portal, he will see TWO sets of tokens from which he can redeem - his original purchase of 3,000 (he is the Fund Owner) and the 500 transferred tokens (he is the Fund User).
 - Fund Owner4 cannot add the two Funds together. When he decides to redeem tokens, he must first select which Fund and then Sub-Fund from which to redeem and conduct redemptions as described above.

Program Rules

Roles and Responsibilities

RESPONSIBILITY	FUND OWNER	FUND USER
Manage Tokens	✓	
Manage Users	✓	
Manage Partners	✓	
Redeem Tokens Across Sub-Funds	✓	✓
Redeem Tokens Allocated by Fund Owner	✓	✓
Download Redemption Reports	✓	✓

EPP Levels

There are 4 EPP levels available based on the quantity of EPP Tokens purchased. As illustrated in the example below, Level 7 (L7) represents the entry-level EPP discount, with Level 10 (L10) representing the highest EPP level. Each level also represents a higher discount than the previous level.

LEVEL	TOKEN RANGE
L7	2,500 to 3,499
L8	3,500 to 4,499
L9	4,500 to 5,999
L10	6,000+

VMware does not set final prices or payment terms for licenses acquired through its resellers. Final prices and payment terms are determined by agreement between the customer and their reseller. VMware is not responsible if a reseller chooses not to pass on the EPP discount.

To realize the full benefits of the program, an EPP Fund Owner should work with their reselling partner to ensure that their VMware Purchasing Programs membership number and Fund Owner email address are included on the customer's EPP purchase order.

An EPP Fund Owner may purchase multiple EPP Initial Token SKUs. EPP Levels on Initial Tokens are determined by the quantity of tokens associated with that purchase. Therefore it is possible that a Fund Owner may simultaneously manage multiple funds that were purchased at different EPP Levels.

Example:

- A Fund Owner may purchase 3,000 Initial EPP tokens at L7 and one week later, may make another 5,000 Initial Token purchase at EPP L9. In other words, the customer's EPP Level is not based on the customer's cumulative purchase of EPP Tokens between the customer's funds.

EPP Token Management on My VMware

EPP Fund Owners and Fund Users (if any) will log into My VMware to view the newly created EPP Fund on the EPP Fund Details page and to redeem EPP Tokens for VMware license and SnS. The Fund is pre-loaded with the number of EPP Tokens purchased and will be decremented each time an EPP Fund Owner/User redeems tokens for license(s) and SnS. Consistent with the Production SnS offerings accompanying licenses, SnS is considered maintenance as a product when purchased with the EPP Tokens.

EPP Token Redemption & License Deployment Restriction

Unless expressly approved otherwise by VMware, EPP Fund Owners/User may only use their licenses in the country where they were invoiced for the EPP Tokens used to acquire such licenses. However, if an EPP customer has been invoiced within any of the European Economic Area member states, such customer may use the corresponding EPP Tokens throughout the European Economic Area.

Renewals

For any product licenses obtained under EPP, the customer may renew SnS after the EPP Term at the then current VMware List Price, less any Multi-Year Discount.

Reporting Requirements

The EPP Fund Details page on My VMware features robust reporting that will indicate the SKU, quantity redeemed, number of EPP Tokens decremented on an order, and date of redemption order. These reports can be downloaded by Fund Owners and Fund Users. A Fund User can only access details associated with redemptions that they conducted whereas a Fund Owner can view details about all redemptions associated with a Fund. A Fund Owner is not required to report on actual deployment of licenses in their environment unless otherwise requested as part of an audit.

VPP Customers

EPP allows existing VPP customers to apply their current VPP points only to their first EPP purchase, thereby qualifying for a higher EPP Level when compared to non-VPP customers. The first EPP purchase is defined as both an Initial Token Order for a minimum 2,500 tokens **AND** the first Initial EPP Token Order placed using either a parent or affiliate VPP membership number. VPP points cannot be applied to a Top-Up order.

Example:

- Customer ABC holds VMware Purchasing Programs membership V12345678 which has a balance of 1,000 VPP Points.
- Fund Owner1, an employee of Customer ABC, enrolls as an EPP Fund Owner using VMware Purchasing Programs membership number V12345678.
- Fund Owner1 makes an initial EPP purchase of 2,500 tokens. This is the first EPP purchase against the membership number V12345678.
 - Absent the VPP points, this EPP purchase would be eligible for EPP L7.
 - However, as this is the first EPP purchase against VMware Purchasing Programs membership number V12345678, Fund Owner1 can purchase tokens at EPP L8 (1,000 VPP points +2,500 EPP Tokens =3,500) as opposed to EPP L7.
- When Fund Owner1 logs into My VMware, he will see 2,500 EPP tokens.

- A month later, Fund Owner2, another employee of Customer ABC, enrolls into EPP (using VMware Purchasing Programs membership V12345678) and makes another EPP purchase, this time for 2,500 tokens.
 - Fund Owner2 cannot add VPP points to her 2,500 EPP token purchase to make her eligible for a higher EPP Level as this one-time benefit to VMware Purchasing Programs membership V12345678 was already used by Fund Owner1.
 - Fund Owner2 makes her 2,500 EPP token purchase at EPP L7.

If an EPP purchase is the first purchase (VPP or EPP) within a VPP family, then the zero VPP points balance will be applied to the EPP purchase. VPP points are now considered applied to the VPP family. Future EPP purchases within this family will not be allowed to apply the VPP points balance.

An EPP Fund Owner who makes an EPP purchase will automatically receive the highest level in VPP (L4) for their VMware Purchasing Programs membership for the duration of the EPP Term. All members of this Fund Owner's VPP family are eligible to use this VPP discount. The number of VPP Points applied to this VMware Purchasing Programs membership equals the number of EPP tokens purchased by the Fund Owner. The VPP points will then roll-off at the end of the EPP term.

Example:

- From above, following Fund Owner1's 2,500 EPP purchase, VMware Purchasing Programs membership V12345678 will equal 3,500 VPP Points (1,000 initial VPP balance + new 2,500 EPP points) which equates to VPP L4.

Affiliates

Fund Owners may not share or transfer EPP tokens to its affiliates, and affiliates of the same organization cannot aggregate funds to purchase EPP Tokens as a single entity.

However, a customer can enroll as a Fund Owner of an approved affiliate company and then purchase EPP tokens. The EPP purchase will translate into an equal number of VPP points to be shared by the entire VPP family.

Example:

- Parent Company 1 earned 1,000 VPP Points through VPP transactions
- A user at Affiliate 1 (VPP number V34343434) enrolls to join Parent Company 1 (VPP number V89898989) VMware Purchasing Programs membership and also enrolls as an EPP Fund Owner (Fund Owner 1)
- Fund Owner 1 (at Affiliate 1) buys 2,500 EPP tokens at the EPP discount associated with 3,500 EPP Tokens (2,500 EPP tokens purchased +1,000 VPP Points balance from family VMware Purchasing Programs membership)
 - The VPP Points balance for this family VMware Purchasing Programs membership is 3,500 (1,000 existing VPP Points + 2,500 EPP tokens from new EPP PO)

- A user at Parent Company 1 enrolls as a Fund Owner (Fund Owner 2)
- Fund Owner 2 (at Parent 1) buys 4,000 EPP tokens. This token purchase receives the EPP discount associated with 4,000 EPP Tokens
 - The VPP Points balance for this family VMware Purchasing Programs membership is 7,500 (3,500 existing VPP Points + 4,000 EPP tokens from new EPP PO)

To join an existing VMware Purchasing Programs membership, an affiliate must satisfy all of the following criteria: (1) The affiliate is at least 50 percent owned by the parent; (2) The affiliate utilizes the purchasing department of the parent company to purchase VMware product licenses; (3) The affiliate does not publicly trade on any stock exchange under its own stock ticker symbol.

Channel

VMware's channel partners must be approved in advance by VMware to sell EPP Tokens to customers.

Policies

Pricing/Token Value

The EPP page on My VMware will reflect the quantity of tokens purchased on the EPP Token Order. The token values for the underlying products will be fixed as of the date of the customer token order being booked by vmware and will remain the same throughout the EPP term. Token values for the underlying products are the same globally. For a complete list of the then-current token values for the underlying products, please refer to the [EPP eligibility Matrix](#).

Example:

On 1/1/2013, the token value of 1 license of VMware vSphere Enterprise Plus is 34.95. Any initial token order placed on 1/1/2013, regardless of potential price changes to the aforementioned product, will hold a token value of 34.95 tokens for 1 license of VMware vSphere Enterprise Plus for the duration of the EPP term.

Any Top-ups purchased against that Initial Token order that have an active EPP term will also be subject to the same fixed token values for the underlying products as the Initial Token order. Token values are rounded to two decimal places

Multiple EPP Funds/Contracts for a single customer

An EPP Fund Owner is permitted to own and manage multiple active EPP Funds at the same time. However, EPP Fund Owners/Users cannot:

- Redeem licenses across multiple Funds and Sub-Funds at the same time
- Transfer tokens between two different funds even if those are within the same EA
- Use licenses in countries other than the country where invoiced except the European Union where licenses may be used in any of the member states

Returns & Exchanges:

Customers are not permitted to return or exchange redeemed products. Once tokens are used for a specific product, they are considered redeemed and the product may not be returned.

Redemption Errors:

VMware is not responsible for any customer redemption errors, such as the selection of incorrect license quantities or incorrect SKUs.

End of EPP Term

Fund Owners and Fund Users must redeem all tokens for licenses and SnS before the end of the term. Any tokens that are remaining in EPP Page of My VMware after the contract end date will expire.



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